



# STATE OF ARIZONA

## DEPARTMENT OF REAL ESTATE

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## MEMO

To: All Arizona Licensed Real Estate Schools  
Date: August 18, 2005  
From: Cindy Wilkinson, Director, Licensing and Professional Education Division, Phoenix Office  
Re: Education Update

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Communication is key in your job and mine, so I'd like to start off as the new Division director by sharing some information updates and pointing out some issues that seem to be causing problems for you, your students, or the Department. The Education staff is working hard, and we stand ready to answer your questions: Amy Wilson, extension 100 (awilson@re.state.az.us); Gloria Broege, extension 215 (gbroege@re.state.az.us); Joe Amy, extension 510 (jamy@re.state.az.us); Vicky Murillo, Deputy Director of Education, extension 235 (vmurillo@re.state.az.us), and me, extension 120 (cwilkinson@re.state.az.us).

### Applications

- We'll be revising many/most of the Licensing & Education forms over the next few months. It's better to download a Department form when you need it, rather than stockpiling them, so that you're sure to use the current version.
- You can speed up processing of your applications by double-checking that you have filled out the form, signed it where indicated, and provided the supporting documents listed in the instructions *before* submitting it/them to the Department!
- There's no longer a self-improvement category for continuing education credits. (See R4-28-402 in the Lawbook Supplement #1.1, on the Department's webpage and included with the purchase of a lawbook)
- We'll be working on a handbook for Arizona real estate school administrators, describing how (and when) to apply to the Department for school, course & instructor approval?

### On-line Renewals

- Students who use the broker pre-license course to renew their real estate salesperson's license cannot renew using the On-Line Renewal System. Those licensees must mail or bring in their renewal application (signed by their broker if active status), payment and documentation (copies of CE certificates).
- Watch for Phase 2, available soon, which will offer increased functionality and service enhancements, many of which have been suggested by licensees!

### New Webpage with enhanced functionality!

- The Department is almost ready to roll out an updated webpage that has a new look, is easier to use and includes on-line access to school, course and instructor information. If you want students to be able to link to your school's webpage from the Department's webpage, EMAIL US to make sure we have (1) the correct URL so we can link to your page from ours, and (2) the **one** email address you would like displayed (and which prospective students will use to send you an email).
- Students will be able to look up dynamic information, rather than Department staff struggling to continually update the static 'list' now on the Department webpage. School operators will be able to look up their current courses and instructors. We'd also like to automate the "schedules" the schools

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- send us, so prospective students could look up approved courses scheduled in a particular area, on a particular date, in a particular category, or at a particular school. (Initially course numbers will NOT be included, but eventually we'd like to have password secured access for schools.) We'd also like to explore "banking" the CE credits students attain over the 2 year period, to encourage regular, systematic course attendance and discourage licensees from taking the courses in a "marathon" the last week of their license period.

### Distance Learning Course Providers

- We suggest you tell students up front (as part of the enrollment application) how long it may take to issue their certificate to them -- there may be a delay for grading, faxing, reviewing, holidays/vacations or other process that's necessary before it can be issued. That way, no one is surprised if you can't do it with 10 minutes notice at 11:30 p.m. on the last day of the month....
- Each school that offers distance learning courses must obtain course & instructor approval, and is responsible for monitoring attendance/completion, grading finals, keeping records, issuing certificates, advertising, etc. A school cannot offer distance learning merely by "linking" to another school that may (or may not) have obtained approval.

### Pre-license Course Providers

- If you have prospective students who think they might qualify for any type of pre-licensure waiver, refer them to the Department's Request for Waiver Form (ED-110-S (salesperson) or ED-110-B (broker)), or to the Department's Information Desk (extension 100). Please do not try to make the determination yourself as to whether the person may qualify for a waiver: What you may think of as merely conversation with the candidate is perceived by that person as fact, and then we must argue with them over their *entitlement* to a waiver. It also takes approximately 3 weeks for us to process the Waiver Request, if it's complete when it's received.
- The Candidate Information Bulletin has been revised and is due out in the near future. Many of the revisions pertain to waiver requests, and the questionnaire has been updated (but not changed substantively). The two waiver request forms are now included, and it will include a map to the new testing site in Casa Grande.

### Education Advisory Committee

- The E.A.C. has been working hard over the summer. Our initial goal is to update and standardize prelicense education curricula for salespersons, brokers, and the two Arizona specific courses (broker and salesperson), including identification of course objectives. We're also discussing ways to increase the quality of real estate education. The Committee has a long list of education-related issues to discuss and on which it may make recommendations. Openings on the Committee occur from time to time, so if you're interested in finding out more about it, let me know. If you'd like to be considered and are willing to put in the time and effort that is involved, send me your CV (curriculum vitae).

### Rules

- I'm hoping to start working on a draft Education rules package before the end of the year, as we promised we would do in the Five Year Rule Review filed with the Governor's Regulatory Review Council.

*P.S.: We're sending this out electronically; if your email bounces back as undeliverable, we'll try mailing it to you. So, if it has taken a while to get to you, it probably means we don't have your current email address.*